



Contact your Organization ISO Representative if you have any questions.

AD	Linda Carpenter	544-8236
CD	Caroline Wang	544-3887
ED01	Dawn Cross	544-1835
ED16	Jim Blanche	544-3707
ED20	Rod Stallworth	544-7189
ED30	Dawn Cross	544-1835
ED40	Sonja Hutchinson	544-3312
FD10	Jackie Steadman	544-1940
FD20	Jack Stokes	544-1764
FD30	TBA	TBA
FD40	Michael Nelson	544-2059
LS	Gray Marsee	544-0016
MP	John Pea	544-8437
OS	Billie Swinford	544-0087
PS	Ray Woods	544-0384
QS	Terry Hamm	544-7402
RS	John Howell	544-5219
SD01	Julia Goldberg	544-2429
SD20	Lloyd Love	544-7702
SD30	Roger Chassay	544-5745
SD40	Tom Dollman	544-6568
SD50	Ed Reichmann	544-7603
SD60	Tim Miller	922-5882
SD70	Joe Stroud	544-3529
SD80	Don Thurman	544-1908
TD01	David Harris	544-0057
TD03	Steve Stoyanof	544-2302
VS	Robert McKemie	544-2266
XP	Marc Osborne	544-2300

MSFC ISO Management Representative:
Sid Saucier 544-1919

National Aeronautics and
Space Administration

Marshall Space Flight Center
Marshall Space Flight Center, AL 35812

Visit the MSFC ISO 9000 Home Page at:
<http://iso9000.msfc.nasa.gov:9001/index.html>

Last Revised: 01/28/00

ISO 9001 REGISTRATION MAINTENANCE GUIDE



MSFC Quality Policy:

MSFC policy is to provide quality products and services to our customers.

MSFC is committed to:

Excellence - Pursue excellence and continuous improvement in successfully accomplishing all programs and activities required for developing and operating safe, economical, and reliable space systems.

Quality, Safety, and Reliability - Maintain high quality, safety, and reliability standards in all our activities as the paramount elements of mission success.

Importance of Our People - Provide excellence in our work force by seeking and retaining high-quality employees; promoting employee development, reward, and recognition; providing an open and creative environment; emphasizing individual responsibility and initiative; and maintaining and enhancing "hands-on" competence.

ISO 9001 ELEMENTS:

- 4.1 Management Responsibility
- 4.2 Quality System
- 4.3 Contract Review
- 4.4 Design Control
- 4.5 Document and Data Control
- 4.6 Purchasing
- 4.7 Control of Customer-Supplied Product
- 4.8 Product Identification and Traceability
- 4.9 Process Control
- 4.10 Inspection and Testing
- 4.11 Control of Inspection, Measuring and Test Equipment
- 4.12 Inspection and Test Status
- 4.13 Control of Nonconforming Product
- 4.14 Corrective and Preventive Action
- 4.15 Handling, Storage, Packaging, Preservation and Delivery
- 4.16 Control of Quality Records
- 4.17 Internal Quality Audits
- 4.18 Training
- 4.19 Servicing
- 4.20 Statistical Techniques

ISO REGISTRATION AUDIT SCHEDULE:

- Feb. '00 - Surveillance Audit
- Aug. '00 - Surveillance Audit &
Pre-Assessment Audit to New Scope*
- Nov. '00 - Registration Audit to New Scope*

MSFC's Scope of ISO Registration will be expanded to include all activities at MSFC by May 2000. In the meantime, the New Scope will be implemented and audited as procedures and instructions are developed and released. Details will be forthcoming in future documentation revisions. For more information, contact your Organization ISO Representative (listed on the back page).

GENERAL INFORMATION:

Adopted by the International Organization for Standardization, **ISO 9001** is a set of standards and guidelines which define the minimum requirements for an effective quality system.

ISO is a process of documenting what we do when it affects quality. It does not create an additional layer of bureaucracy. ISO does confirm that we follow our stated procedures.

Documenting our processes and procedures is a simple and reasonable activity. It does not require new processes or procedures. We use and document what we have and do.

Documentation may take many forms: flow charts, check lists, test instructions, assembly drawings, work instructions. They may be as simple or as complex as necessary, depending on work and the qualifications and training of the person doing the work.

Once the work activities are documented, a review or audit will follow. The audit will assure that there are procedures to cover the work and that we follow those procedures. When participating in an audit, a common sense approach is all that is needed to make it a pleasant, productive and successful experience.

Whether the auditors are our own internal people or the independent ISO 9001 registration auditors, it is essential that all personnel be prepared to address the auditor's questions in a professional manner.

There are two basic questions that the auditors will ask, "What do you do?" and, "Do you have work instructions that tell you how to do your work?"

ISO Registration is an activity that takes the active commitment and participation of all employees. Get involved: stay informed.

**SAY WHAT YOU DO!
DO WHAT YOU SAY!**

SCOPE OF ISO REGISTRATION:

The Quality Management System (QMS) shall apply to all processes for procurement, design, development, and onsite production of flight hardware, flight software, and associated ground support equipment interfacing with flight hardware and software, for which MSFC has responsibility.

EACH EMPLOYEE SHOULD:

- Know MSFC's Quality Policy.
- Know your **ISO Management Representative - Mr. Saucier**.
- Know your job responsibilities.
- Know where quality policies and procedures are located.
- Know what work instructions apply to your job and where they are located.
- Know how to access the Master List for documents related to your work.
- Know what to do if you find products or services that are nonconforming and how to use the corrective action system.
- Know what your job qualifications are.
- If asked any questions about the system, answer only with known information.
- Don't guess. If you don't know, say, "I don't know."